

DUTY STATEMENT DEPARTMENT OF STATE HOSPITALS - PATTON

JOB CLASSIFICATION: HEALTH SERVICES SPECIALIST (SAFETY)
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under administrative and professional direction of the Nurse Administrator (Coordinator of Nursing Services) under the immediate supervision of the Supervising Registered Nurse (Assistant to the Nurse Administrator) in a state hospital, is responsible for the **ongoing monitoring, assessing, and making of recommendations for the delivery of quality nursing services on the biopsychosocial needs of patients served in a program** on an assigned shift; assures **education and training in nursing care** is provided to unit nursing personnel.

40 % PROVISION OF CARE:

- **Monitor and ensure patient's nursing care needs are met with prompt delivery of services by nursing services staff; May assist in providing direct care of patients as needed;**
- Oversee the timely completion and quality of scheduled assessments conducted by the RN; Ensure clinically pertinent assessment(s) of patient has been initiated and reported to the Treatment Team and/or Primary Care Physician for clinical follow-up; Ensures the RN has established timely and appropriate nursing interventions; Evaluates the quality of the nursing interventions written by the RN and may provide recommendations as needed; Ensures the RN has developed appropriate nursing plans of care within eight hours for new conditions and updates nursing plans of care when objectives are met or not met.
- Ensures the prompt reporting by nursing services staff of acute medical or behavioral concerns to the physician; Reports significant changes in the patient's condition via the HSS 24-Hour Report;
- Ensures nursing staff have timely documented acute behavioral or medical conditions.
- Monitors appropriate care and intervention in the use of seclusion and/or restraint;
- Performs nursing audits and competency based evaluations of nursing services staff; Completes Criteria Based Performance Evaluations for Registered Nurses and Shift Leads of assigned Program.
- Keeps the SRN/ACNS supervisor apprised of the issues, concerns, and action steps.

20 % COMPLIANCE WITH LEGAL MANDATES THAT GOVERN HOSPITAL OPERATIONS:

Ensures the RN's and Shift Leads meet system-wide expectations and requirements for the following:

- a) Joint Commission for the Accreditation of Hospital (JCAHO standards)
- b) Department of Public Health Services State Licensing requirements.
- c) Standards of Nursing Practice
- d) Hospital Administrative Directives and Nursing Policy and Procedures

10 % Assists in providing ongoing training and orientation of new RN's assigned to the unit; provide in-service training on new policy, policy revision, identified needs and specific unit concerns; collaborates with Public Health Nurse to provide information in the prevention, detection, and control of communicable diseases as well as reporting to the Public Health Office.

10% Initiate and monitor quality improvement processes; evaluates the delivery of care and nursing staff's professional proficiency; act as liaison between the Nursing Services Department and Program Management. Works with the SRN/ACNS, Program Management, and nursing services staff in a collegiate manner to resolve issues of concern. Participates on committees, workgroups, and corrective action teams.

10% Assists in maintaining a safe, secure environment for all patients, for all employees of DSH-P and visitors; identify safety and security breaches that may lead to a patient's escape or adversely affect the safety, security and well-being of others; insures that those issues that may compromise the safety and security and well-being of all patients served, staff, and visitors are immediately reported to the SRN/ACNS and/or an administrative supervisor for follow-up; observes and intervenes in instances of disruptive or assaultive behavior.

5% **Provide nursing care and leadership during medical and psychiatric emergencies and when clinically indicated.**

3% May participate in the selection of nursing staff.

2% Other duties as assigned based on clinical needs of the hospital. Computer skills to write and send reports; input and extract data from reports to monitor the quality of nursing services.

2. SUPERVISION RECEIVED

As outlined in the Organizational Chart of DSH-Patton, the HSS is under the professional and administrative direction of the Nurse Administrator and under the immediate supervision of the Shift Supervising Registered Nurse (Assistant to the Nurse Administrator)

3. SUPERVISION EXERCISED

Provides assessments and consultation of the clinical skills and delivery of care provided by nursing staff (RN, PT, LVN, and non-licensed nursing employees). Serves as clinical evaluator for RN's and Shift Leads using the Criteria Based Clinical Performance Appraisal.

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

California healing arts licensure laws and regulations; regulations pertaining to hospital licensing, certification and accreditation; principles and practices used in training nursing services staff of a treatment program; professional nursing principles and techniques; concepts and methods of confrontation; principles of specialized treatment and training techniques as they relate to mentally or developmentally disabled persons or mentally disordered offenders; program organization in California state hospitals.

ABILITY TO:

Evaluate and monitor the quality of nursing services with specific emphasis on bio-psycho-social and physical care of patients; plan, conduct and evaluate training for the nursing services staff of a treatment program; work effectively with a multidisciplinary clinical staff; perform evaluations and write reports; speak and write effectively.

5. REQUIRED COMPETENCIES

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards, including infection control. This includes familiarity with the Patient Safety Plan.

AGE SPECIFIC

Provides services commensurate with age of patients. Demonstrates knowledge of growth and development of the following age categories. Age categories are determined by hospital policy and are to be noted in parentheses.

☒ Young Adult (17-29) ☒ Early Adult (30-50) ☒ Late Adult (51-79) ☒ Geriatric (80+)

THERAPEUTIC STRATEGIES AND INTERVENTIONS

Applies and demonstrates knowledge of correct methods of Therapeutic Strategies and Interventions (TSI).

RESTRAINT or SECLUSION

Demonstrates knowledge of intervention measures to prevent crisis; demonstrates knowledge of de-escalating a patient; and demonstrates knowledge of criteria and appropriate use, application, and removal of restraint and/or seclusion.

CULTURAL AWARENESS

Demonstrates awareness of multicultural issues in the workplace, which enable the employee to work effectively with many patients of diverse backgrounds.

PERFORMANCE IMPROVEMENT PRINCIPLES:

Demonstrates awareness of the Performance Improvement process and data collection activities. Utilizes a customer focused philosophy. Has a commitment to improve processes. Supports Performance Improvement activities.

SITE SPECIFIC COMPETENCIES

- Effective reporting of clinical issues via the 24-Hour HSS Report
- Ability to conduct Competency Evaluations of the RN's and Shift Leads clinically supervised by the HSS
- Demonstrates Computer skills to write and prepare reports, e-mails, initiates SIR, MVR and ADR as needed
- Utilizes Critical Thinking Skills to help ensure effective action steps and follow-up
- Capable of Med-Select Trouble-shooting
- Participate/conduct unit MOCK CODE

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- CPR Certification
- Defibrillator (AED)
- PCX Glucometer
- 12-Lead EKG
- Emergency Equipment
- C-PAP/Bi-PAP
- ACCU-VEIN
- Nebulizer
- Oxygen Delivery Device
- Sapphire IV pump
- Computer skills

6. LICENSE OR CERTIFICATION

It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Service. Employees in this classification must:

- Possess the legal requirements to practice as a professional registered nurse in California as determined by the California Board of Registered Nursing.

7. TRAINING - Training Category = Discipline Specific RN

The employee is required to keep current with the completion of all mandatory and required training.

8. WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report to work timely and follow procedures for signing in and out, reporting absences.
- Maintain a professional appearance.

- Appropriately maintain cooperative, professional, and effective interactions with employees, patients and the public.
- Comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

_____ Employee's Signature	_____ Print Name	_____ Date
_____ Shift Supervising RN's Signature	_____ Print Name	_____ Date
_____ Nurse Administrator's Signature	_____ Print Name	_____ Date